

When you need help, we're here for you

Our Member Services department is ready to answer any questions you may have about our benefits and services. We're just a phone call away. Call 1-800-600-4441. If you are deaf or hard of hearing, call 1-800-855-2880. Or visit our website at www.myamerigroup.com/la.

We want you to know we're always working to grow our network to help you get the right care when and where you need it. After all, helping our members get the best possible health care is our number one priority. It's what we do every day at Amerigroup.

For members who do not speak English, we offer oral interpretation services for all languages. These services are free of charge. If you need these services, call Member Services toll free at 1-800-600-4441.

To enroll in Amerigroup, call 1-855-BAYOU-4U (1-855-229-6848) Monday–Friday, 8:00 a.m. to 5:00 p.m.; TTY 1-855-LaMed4Me (1-855-526-3346) Monday–Friday, 8:00 a.m. to 5:00 p.m.; or go online at www.bayouhealth.com.

Nếu quý vị cần thông tin này bằng tiếng Việt, hãy gọi tới đường dây miễn phí của Dịch Vụ Thành Viên theo số 1-800-600-4441.

Amerigroup is a culturally diverse company. We welcome all eligible individuals into our health care programs, regardless of health status. If you have questions or concerns, please call 1-800-600-4441 (TTY 1-800-855-2880) and ask for extension 34925. Or visit www.myamerigroup.com.

Medicaid and LaCHIP are changing!

You have a new choice for your health care.



Amerigroup Louisiana
3850 N. Causeway Blvd., Suite 600 ■ Metairie, LA 70002

www.myamerigroup.com/LA

There's a new way to give your family the health care they need

Amerigroup is in Louisiana. And we'll help arrange for you and your family to continue getting the Medicaid and LaCHIP benefits you need to stay healthy. We offer Medicaid and LaCHIP through BAYOU HEALTH.

Get the services and support you need

With Amerigroup, you get your regular Medicaid and LaCHIP benefits such as:

- A wide range of network doctors and specialists to choose from
- A hospital in your service area
- Health checkups and screenings
- Immunizations
- Rides to doctor appointments
- Eye care for children under 21

You also get help with coordinating the services and support you need when you need them.

Get extra help, too

With Amerigroup, you get unlimited visits to your Primary Care Provider (PCP) and important extras like:

- FREE Weight Watchers® meetings for eligible adults
- FREE Entertainment® discount coupons to top local and online retailers
- FREE SafeLink cell phone minutes for qualified members
- FREE hypoallergenic bedding to help qualified members avoid common asthma triggers
- FREE personal disaster kit for members who complete an online profile
- FREE Parents® magazine subscription for eligible families

- Fitness and nutrition program for qualified families; includes 10 weeks of classes
- Taking Care of Baby and Me® rewards program for pregnant members
- Up to eight hours of respite services each month, allowing eligible caregivers of Amerigroup members to take much-deserved breaks
- Quit smoking program for members who smoke; includes nicotine replacement products and coaching to quit
- Easy Web access for members who wish to change doctors, access health tips, update contact information or order new ID cards

Getting the care you need when you need it

We've teamed with providers, including PCPs, specialists and hospitals, in Louisiana to help you get the care you need when you need it. Our network includes:

- Over 1000 PCPs in the New Orleans and North Shore regions, including pediatricians, family medicine specialists, nurse practitioners and Federally Qualified Health Centers (FQHCs)
- At least 1800 specialists, including cardiologists, orthopedists, gastroenterologists, neurologists and neurosurgeons
- At least 13 hospitals, including Ochsner Medical Center; Children's Hospital, New Orleans; North Oaks Medical Center; and LSU Hospitals, including Medical Center of Louisiana at New Orleans, Lallie Kemp Medical Center and Bogalusa Medical Center

And if you're sick or hurt and your doctor's office is closed, you can call Amerigroup On Call 24 hours a day, 7 days a week and speak with a nurse

- For answers to questions about your health
- For help reaching a doctor after hours or setting up an urgent-care appointment

For questions about Amerigroup, call 1-800-600-4441.